

# **Language Access Plan for Ka Lima O Maui**

## **Introduction**

Ka Lima O Maui's mission is "Enhancing Lives through Self-reliance". Ka Lima O Maui is a private, non-profit organization that began in 1955 to provide vocational assessment, training, education and employment services to disabled and economically disadvantaged adults.

## **Definition of LEP persons**

For the purposes of this Language Access Plan, Limited English Proficient (LEP) persons means individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such persons may be eligible to receive language assistance with respect to a particular service, benefit or encounter.

## **Purpose of the Language Access Plan**

The purpose of this language access plan is to take reasonable steps to ensure persons with limited English proficiency gain meaningful access to Ka Lima O Maui's services, programs, and activities.

## **Guidelines in providing meaningful access to LEP persons**

Ka Lima O Maui will look at the totality of circumstances, including the following four factors, in determining whether to provide language services to LEP persons:

1. The number or proportion of LEP persons served in the eligible service population
2. The frequency with which LEP persons come in contact with our services
3. The nature and importance of the services, programs or activities that we provide
4. The resources that we have or the costs involved

## **Data Collection**

Ka Lima O Maui conducted a survey within its organization to determine which areas have the most frequent contact with LEP persons served. Attached is a copy of the survey which we used to determine the results of the first two factors and to identify personnel within Ka Lima O Maui that speak or read other languages other than English and would be willing to assist with interpretation and/or translation. The survey period was from January 1, 2007 to November 30,

2007 and during this time we had no request for interpretation and/or translation service. The following is the results of that survey:

1. The number or proportion of LEP persons served in the eligible service population – is determined to never or rarely
2. The frequency with which LEP persons come in contact with our services – is determined to never or rarely
3. The nature and importance of the services, programs or activities that we provide – is determined to be high
4. The resources that we have or the costs involved – these would be high if we had to provide outside services for interpretation and translation services

### **Procedures for providing oral language services**

A multilingual signage poster provided by the Office of Language Access has been posted in public contact places asking LEP customers to identify the language they need. If it is determined that the LEP customer needs assistance, a staff member who speaks the language will interpret or translate for them. If no staff member speaks the language or is not available, we will utilize the Helping Hands of Hawaii Bilingual Access Line to locate an interpreter. Ka Lima O Maui will maintain a list of its bilingual staff that are willing to provide interpretation services as well as a list of the most common languages encountered. The following employees at Ka Lima O Maui were identified as being fluent in another language other than English: Chantal Ratte – read, write and speak French, Sara Garbutt – read and speak Chinese.

### **Procedures for providing written translations of vital documents to LEP groups**

A notice regarding a request for written translation of important documents will be attached to such documents. Following the four factor analysis it will be determined by the LEP plan coordinator whether the request should be granted.

### **Designation of LEP plan coordinator**

The Controller has been assigned as the LEP plan coordinator. The LEP coordinator will be responsible for implementing the LEP plan, responding to any inquiries, comments, or complaints regarding the Plan, making any revisions and modifications to the Plan, monitoring the Plan, serving as the primary contact and training of all staff to ensure that they understand the LEP Plan.

## **Training**

The LEP coordinator will be responsible for developing and implementing training for Ka Lima O Maui's staff. The training will address the steps needed to take when encountering an LEP person, understanding of the objectives of the Plan, filling out the proper forms and addressing the issues of competency and confidentiality regarding in-person interpretation.

## **Evaluation and revision process**

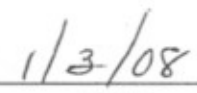
Ka Lima O Maui will actively seek input from other departments and interest stakeholders that might provide assistance to LEP customers. The LEP Plan will be evaluated and revised as needed, every two years. The plan coordinator shall be responsible for the evaluation and revision of the plan. Ka Lima O Maui shall develop an activities report on LEP services and it will be reported on a yearly basis.

## **Effective date and approval**

The Language Access Plan for Ka Lima O Maui in compliance with the State of Hawaii's Language Access Law will be effective upon approval by the Executive Director of Ka Lima O Maui.

Approved:

  
\_\_\_\_\_  
Executive Director

  
\_\_\_\_\_  
Date

## Oral Interpretation Services Log

For the period \_\_\_\_\_

Date	Interpretation Service Used	Start Time	End Time	Originating Phone #	Language

Comment from LEP clients and/or their representative(s) regarding quality of services provided: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

## Written Translation Services Log

For the period \_\_\_\_\_

Date	Translation Service Used	Start Time	End Time	Originating Phone #	Language

Comment from LEP clients and/or their representative(s) regarding quality of services provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_